



(1)

9p 2151  
Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Application of:

**Mikhail Yury Podrazhansky**

Appln. No.: 10/016,364

Filed: October 30, 2001

Title: **SYSTEM ARCHITECTURE FOR  
SCHEDULING AND PRODUCT  
MANAGEMENT**

Group Art Unit: 2151

Examiner: TBD

Atty Docket No. 0761-1-1  
Customer ID 25207

TRANSMITTAL LETTER

**BOX IDS**

Honorable Commissioner for Patents  
Washington, D.C. 20231

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Enclosed for filing in the above case are the following documents:

- Information Disclosure Statement
- PTO/SB/08A Information Disclosure Statement by Applicant
- Copy of each cited reference
- Return receipt postcard

Please date stamp and return the postcard to the undersigned.

Respectfully submitted,  
BERNSTEIN & ASSOCIATES, P.C.

Jason A. Bernstein  
Reg. No. 31,236

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Jason A. Bernstein



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**INFORMATION DISCLOSURE STATEMENT**

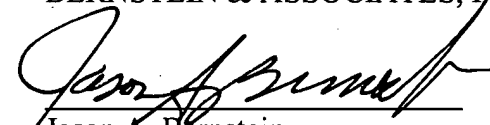
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The citation of this information does not constitute either an admission of priority or a waiver of any right applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,  
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PTO/SB/08A (10-01)  
Approved for use through 10/31/2002, OMB 0651-0031  
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# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

*(Use as many sheets as necessary)*

Sheet 1 of 3

**Complete if Known**

Application Number	10/016,364
Filing Date	10-30-01
First Named Inventor	miKhai
Art Unit	TBD
Examiner Name	rBD
Attorney Docket Number	0761-1-1

**U.S. PATENT DOCUMENTS**

Examiner initial	Cite No. 1	Document Number		Publication Date MM-DD-YY	Name of Patentee or Applicant of Cited Document	Pages, columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code <sup>2</sup> (if known)			
	A	4,875,162		10-17-89	Ferriter et al.	
	B	5,016,170		05-14-91	Pollalis et al.	
	C	5,062,103		10-29-91	Davidson et al.	
	D	5,164,983		11-17-92	Brown et al.	
	E	5,321,610		06-14-94	Breslin	
	F	5,381,332		01-10-95	Wood	
	G	5,414,806		05-09-95	Richards	
	H	5,528,678		06-18-96	Kaplan	
	I	5,530,744		06-25-96	Charalambous et al.	
	J	5,548,506		08-20-96	Srinivasan	
	K	5,581,686		12-03-96	Koppolu et al.	
	L	5,613,058		03-18-97	Koppolu et al.	
	M	5,634,019		05-27-97	Koppolu et al.	
	N	5,671,361		09-23-97	Brown et al.	
	O	5,692,125		11-25-97	Schloss et al.	
	P	5,745,110		04-28-98	Ertemalp	
	Q	5,765,139		06-09-98	Bondy	
	R	5,765,140		06-09-98	Knudson et al.	
	S	5,826,236		10-20-98	Narimatsu et al.	
	T	5,826,252		10-20-98	Wolters, Jr. et al.	

## FOREIGN PATENT DOCUMENTS

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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

*(Use as many sheets as necessary)*

Sheet

2

of

3

**Complete if Known**

Application Number	10/016.364
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<b>Filing Date</b>	10-30-01
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First Named Inventor	Mikhail Yury Podrazhansky
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Art Unit	+BD
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Examiner Name	TBD
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Substitute for form 1449A/PTO		<b>Complete if Known</b>			
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (Use as many sheets as necessary)		Application Number	10/016,364		
		Filing Date	10-30-01		
		First Named Inventor	Mikhail Yury Podrazhansky		
		Group Art Unit	TBD		
		Examiner Name	TBD		
Sheet	3	of	3	Attorney Docket Number	0761-1-1

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OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS			
Examiner initial	Cite No. 1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	5	XCELERATOR, <a href="http://amcat.com/">http://amcat.com/</a> , 9/15/2000	
	6	SimACD and Call Center Designer, By Portage Communications, Inc., 9/15/2000	
	7	Call Center Designer (New Version 2.4 Just Released), By Portage Communications, Inc., 9/15/2000	
	8	CenterForce Optimizer, CenterForce Technologies, 9/15/2000	
	9	IEX, TotalView - Workforce Management, 9/15/2000	
	10	Management Information Systems, CRM Xchange, 9/15/2000	
	11	What's Next in Monitoring Technology? Data Mining Finds A Calling in Call Centers, Dictaphone, 9/15/2000	

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